



# Managed Services

Achieve High Performance With Your Infrastructure Operations



## OUR SUPPORTED TECHNOLOGIES & SERVICES

### Operating systems:

- Windows 2000, Windows 2003, Windows Small Business Server 2003 R2, Windows 2008
- Red Hat Enterprise Server, Red Hat Advanced Server, CentOS, Debian, Ubuntu

### Applications:

- Microsoft Exchange 2003, Microsoft Exchange 2007, Surgemail
- Internet Information Services (IIS), Apache HTTPD, MS SQL Server, SCCM/SCOM/SCE
- Sendmail, Postfix, Windows SMTP, Terminal Server, Bind DNS

### Services provided 24 x 7

ISO 27001 certified and follows ITIL Best Practices

## BUSINESS CHALLENGES

As IT infrastructure becomes more complex, many organisations struggle to define and keep up with the demands for an efficient and effective 24 x 7 infrastructure management. A shortage of skilled IT resources, meeting critical project datelines and addressing budget pressures are among some of the challenges encountered. Locating, recruiting and training IT staff to keep their systems fully operational have always been a challenge in fast-paced and dynamic environments. Because of these challenges, organisations are required to seek alternative cost-effective options for managing their IT operations so that a greater return on investment is realised.

## OUR MANAGED SERVICES SOLUTION

FREENET solutions deploy more than people, process and technologies to address your unique needs for security, back-up, monitoring, support and operations management. Our Managed Services enable you to offload day-to-day operations so your staff can focus on adding value, driving the business and identify opportunities. FREENET covers a broad range of enterprise technologies, continuously invests in developing the skills and experience of our support team and uses innovative tools to provide high quality services to clients. By leveraging on our 24 x 7 Network Operation Center, experience gained across multiple businesses and industry sectors coupled with ITIL Best Practices, our Managed Services ensure that you meet your Service Level Objectives and obtain high availability in your information infrastructure. FREENET solutions enable you to optimize your backup, storage, server virtualization and security environments by focusing on managing costs, reducing risks and improving service levels.

### System Management Services

We provide 24 x 7 services to customers for their SNMP monitoring, service monitoring and patches updates. Basic Operating System (OS) and application installations services are also offered during office hours. Our System Management services encompass network, hardware and operating systems, such as bandwidth monitoring, network configuration & bug fixes among others. A complete reporting and performance analysis are compiled for our customers from monitored and collected real-time data. You get peace of mind knowing your IT infrastructure is well managed and maintained by our experienced and expert team.

### Backup Management Services

FREENET has a safe, reliable and scalable approach to backup and recovery. It provides fully managed, enterprise class backups of files, websites, applications and databases. FREENET combines best-of-breed technology with state-of-the-art data centers, unsurpassed security, detailed capacity planning and guaranteed Service Level Agreements (SLAs) that ensure timely backups and recovery. Our backup management services include backup administration services, offsite storage services, i.e. collection and delivery of tapes, Online Network Attached Storage (NAS) services and Backup and Restore Consultancy services.

## OUR MANAGED SERVICES OFFERINGS

- System Management
- Monitoring
- Backup Management
- Database Management
- Remote Monitoring
- Remote Support
- On-Site Support
- Application Management
- Managed Data Center

